

VA



U.S. Department
of Veterans Affairs

VISN 7 Annual Report

The Southeast Network: 2020

Contents

Interim Director's Message	2
2020 Achievements	3, 4
VISN 7 At a Glance	5
2020 Strategic Outlook	6
Atlanta	7-8
Augusta	9-10
Birmingham	11-12
Charleston	13-14
Columbia	15-16
Dublin	17-18
Montgomery	19-20
Tuscaloosa	21-22

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Chief Operating Officer
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Deputy Chief Medical Officer
Communications Manager
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Message from the Interim Network Director



This year has been like no other for healthcare organizations in recent memory. We have faced a pandemic of incredible size, one that our nation still battles today - and will undoubtedly continue to be a part of the future for an unforeseeable amount of time. As a team, VISN 7 faced this historic pandemic head-on, successfully balancing the challenge of implementing innovative solutions to ensure America's heroes continue to receive the best healthcare while fighting every step of the way to ensure our employees' safety.

We have accomplished so much this year, and I am so very proud of the team here. While I only joined partway through this year, I have seen what the people of VISN 7 are capable of since day one.

You'll read more about some of our many accomplishments on the following pages. Still, I believe our COVID-19 response has been our most significant effort and one that every team member was committed to seeing through with unwavering dedication displayed by healthcare heroes across the VA enterprise.

Each VISN 7 medical center has significantly expanded its telehealth capabilities and outreach to under-served populations to let every Veteran we are entrusted to serve know that their local VA continues to be there for them during this time. Three of our medical center's took part in the fourth largest COVID-19 vaccine trial in the nation, an effort that will not only benefit Veterans but the greater community. These are just some of the things we've done in response to the pandemic.

In this report, you'll also find information on each of our healthcare systems. They are all unique, with a vital mission of continuous improvement to exceed their unique Veteran population's needs. We genuinely pride ourselves on striving to go beyond the expectations of the 1.2 million Veterans served by VISN 7 staff in the states of Alabama, Georgia, and South Carolina.

At VISN 7, we realize that we are only as strong as our community partnerships. I want to take a moment here to thank those who support our VISN and our Veterans daily. Our local, county, state, and national partners both in government and the private sector; and the friends, family, coworkers, and providers of our Veterans are vital to our efforts to serve Veterans. The VA's mission is critical and vast, and without the support of everyone involved, we could not be successful in our efforts.

Finally, I want to thank the employees and volunteers of VISN 7 for what they do for our Veterans and the support they show to each other through these trying times. Your commitment inspires me. Be kind to each other and stay safe out there.

Sincerely,
Joe Battle
VISN 7 Interim Network Director

2020 Achievements

Atlanta

During the early stages of COVID-19, the Atlanta VA Health Care System partnered with one of the country's major airlines to provide personal protective equipment for medical center employees. The partnership resulted in Delta Air Lines leveraging technology to manufacture and donate 5,000 face shields, which are critical for their front-line healthcare staff responding to the pandemic.

In addition, VA received its largest-ever single royalty payment—more than \$1.3 million — as a result of Dr. Raymond Schinazi's past work on a potential hepatitis B treatment at the Atlanta VAMC. The Atlanta VAMC Research Office will receive \$1,188,750 to reinvest in research.

Augusta

The Charlie Norwood VA Medical Center Mammography Program in Augusta, Georgia, became one of the few such programs in VA accredited by the American College of Radiology.



The Augusta VA was the first VA hospital to perform a surgery to implant the world's smallest pacemaker in Georgia. Unlike traditional pacemakers, the device does not require cardiac wires or a surgical "pocket" under the skin to deliver a pacing therapy.

Three VISN 7 medical centers - **Atlanta, Birmingham and Columbia** - were selected as sites for the clinical trial of a single-dose investigational COVID-19 vaccine developed by the Janssen Pharmaceutical Companies of Johnson & Johnson.

This is the fourth large-scale COVID-19 vaccine trial in the U.S.

Columbia

The Department of Veterans Affairs recognized the Columbia VA Health Care System (HCS) for three national VA awards – the VA Patient Experience Award for Cultural Innovation; the Excellence Award in Social Work Leadership; and the 2020 Excellence Award for Voluntary Services.

Birmingham

The Institute for Healthcare Improvement (IHI) recognized Birmingham VA Health Care System, Home-based Primary Care Clinic and the Silver Service Clinics as an Age-Friendly Health System Committed to Care Excellence. BVAHCS is the first VA in the nation to receive this highest level of honor in three separate areas in leading the way in making sure that every day, every older adult receives age-friendly health care.

2020 Achievements

Tuscaloosa

Exceeded National Quality Indicators for access to care via Telehealth goal for the first time up from 12.6% in FY19. Tuscaloosa increased usage of VVC by 1,922% during FY20. Coding Audits ranked Tuscaloosa as #1 across the VISN Inpatient coding with a 99.8% accuracy rate.

Dublin

Dublin implemented a Cardiology travel team to visit its CBOCs (Macon, Brunswick, Tifton) monthly to provide services to its Veterans who live away from the medical center, with plans to expand in 2021.

In 2020, 64 VA medical centers were designated as a Leader, and 34 were designated as a Top Performer, in LGBT Healthcare Equality by the Human Rights Campaign Foundation.

Several VISN 7 facilities made the list.

Birmingham, CAVHCS and Tuscaloosa achieved the Leader designation.

Dublin achieved the Top Performer designation.

CAVHCS



CAVHCS Veterans in the Columbus, Georgia, area will soon have a new outpatient clinic downtown. Columbus, one of the six major Veteran population areas served by CAVHCS, represents the largest growth segment within the catchment area. The new clinic will begin serving Veterans in the spring of 2021. This clinic will be an addition to the existing Community Based Outpatient Clinic and the clinic on Fort Benning.

The New Horizons Community Living Center on the CAVHCS Tuskegee Campus boasts a 5-Star rating. The rating, sustained for five consecutive quarters, recognizes the facility's performance on 15 care measures that are reviewed. Moreover, CAVHCS is among the top performing CLCs in the country.

Charleston



The Ralph H. Johnson VA Medical Center achieved the Primary Stroke Center Designation from the South Carolina Department of Health and Environmental Control and is currently the only VA in the state with that designation. The designation places Charleston VA within the state's stroke system network and identifies the facility as a provider of the spectrum of care to all stroke patients.

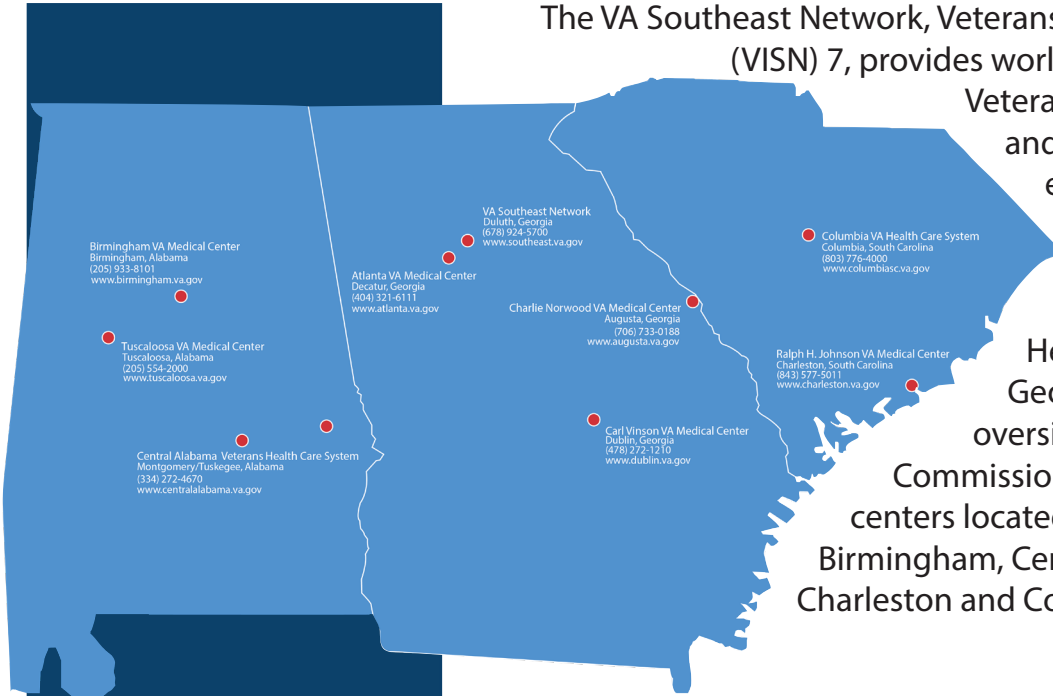
The Charleston VAMC was named a 3D printing hub and began making custom face shields for staff; attachable screens for optometry equipment allowing close-proximity exams; models of a head to teach clinical staff how to appropriately swab for COVID testing; and swabs to collect specimens to test for coronavirus. The 3D printing hub is saving taxpayer dollars by producing equipment at a lower cost than it could be purchased. It also supports production of needed items at other VA facilities across the region. Nikki Beitenman, a biomedical engineer under the Healthcare Technology Management Service, earned a VHA HeRO Award from Secretary Wilkie in September 2020 for her support of it.

VA Southeast Network (VISN 7)

The VA Southeast Network, Veterans Integrated Service Network (VISN) 7, provides world-class health care to

Veterans in Alabama, Georgia and South Carolina, across eight medical centers and 50 Community Based Outpatient Clinics.

Headquartered in Duluth, Georgia, VISN 7 provides oversight of eight Joint Commission-accredited VA medical centers located in Atlanta, Augusta, Dublin, Birmingham, Central Alabama, Tuscaloosa, Charleston and Columbia.



Fast Facts

\$4.5 billion annual operating budget

1.2 million Veterans served

Fourth largest health care network in the VHA

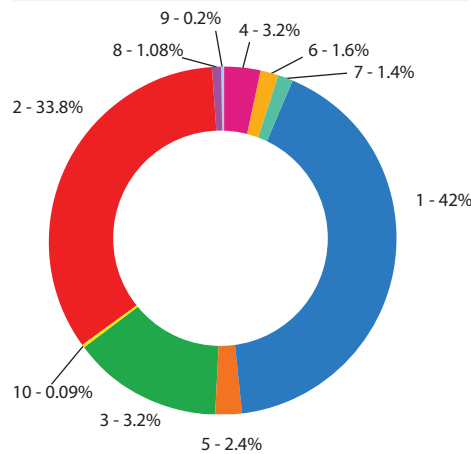
A service area that spans 124,534 square miles

22,000+ employees across the network

Over 7.6 million outpatient visits per year

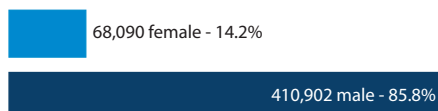
33,078 hospital admissions

Veterans by era

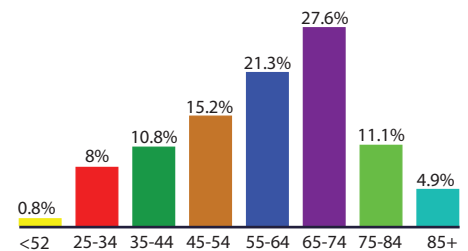


- | | |
|---------------------------|-------------------------|
| 1. Persian Gulf war - 42% | 6. Non-Veteran - 1.6% |
| 2. Vietnam era - 33.8% | 7. Other - 1.4% |
| 3. Post-Vietnam era - 14% | 8. World War II - 1.08% |
| 4. Korean War - 3.2% | 9. Active Duty - 0.2% |
| 5. Post-Korean War - 2.4% | 10. Pre-Korean - 0.09% |

Veterans by gender



Veterans by age



Operating Beds

Total Beds	2,218
Nursing Home	802
Domiciliary	467
Internal Med	438
Psychiatry	192
Surgery	139
Spinal Cord	71
CWT/TR	47
Blind	35
Rehab Med	20
Neurology	7

2020 Strategic Outlook

The VISN 7 Strategic Plan is focused on four primary pillars and guides the VA Southeast Network in long range planning and organizational transformation. Key elements of the plan include achieving national recognition for excellence in healthcare quality and customer service; providing greater choices for care across the VA system at facilities and through community care, virtual care, and collaborative opportunities; providing increased care to diverse Veterans including those who are under-served and in urban and rural settings; transforming VISN 7 into a High Reliability Organization (HRO); and building a culture of shared ownership, accountability, and collaboration.



Make VHA the provider and care coordinator of choice for Veterans

- 1.1: Increase national recognition of VHA as a high-quality health care service.
- 1.2: Provide greater choices for care across the VA system at facilities and through community care, virtual care, and collaborative opportunities.
- 1.3: Provide increased care to diverse Veterans including those who are under-served and in urban and rural settings.
- 1.4: Increase access to, and use of, a broad spectrum of services that support and encourage lifelong health and wellness.



Deliver comprehensive and integrated whole health care

- 2.1: Integrate caregivers, families, and other support systems as key members of a Veteran's care team.
- 2.2: Improve coordination, communication and transparency across VHA Clinical Service Lines and Program Offices.
- 2.3: Enhancing continuity of care by strengthening and building relationships with internal and external partners.



Innovate as a learning and teaching organization

- 3.1: Transform VHA into a High Reliability Organization (HRO), building a culture of shared ownership, accountability and collaboration.
- 3.2: Increase communications that promote the use of learning tools and understanding of available resources to Veterans, employees, and stakeholders.



Increase the efficient use of resources across the enterprise

- 4.1: Modernize and enhance business and health information systems.
- 4.2 Optimize the efficient use of physical resources and infrastructure development efforts.
- 4.3: Provide a comprehensive and robust Human Resources structure that supports employee engagement and develops candidates from recruitment to retirement.

Atlanta VA Health Care System

The Atlanta VA Health Care System (VAHCS), located at 1670 Clairmont Road in Decatur, Georgia, is part of the VA Southeast Network, VISN 7. The Atlanta VAHCS, is the largest tertiary facility in VISN 7, with 20 sites of care, and provides highly specialized care for Veterans, including open heart surgery and cancer therapies.

The tertiary medical facility is a Level 1A facility with 465 authorized inpatient beds: 273 medical/surgical beds, 120 community living center (CLC) beds, 61 bed domiciliary and 11 psychosocial residential rehabilitation treatment program beds. Comprehensive health care services are provided through emergency medicine, primary care, tertiary care, and long-term care in the areas of medicine, surgery, mental health, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care. The Atlanta VAHCS CLC at the Trinka Davis Veterans Village in Carrollton, Georgia, serve Veterans with extended care rehabilitation, psycho-geriatric, and general long term care services. Mental health (MH) services are provided at the Main Hospital, Fort Macpherson, Henderson Mill, South Fulton, and South Cobb locations. In addition, MH services are provided in all locations where the Atlanta VAHCS provides primary care services.

The Atlanta VAHCS has established a program to perform transcatheter aortic heart valve replacement and is the only VA in the VISN to offer this service.

Fast Facts

\$974 million
annual operating budget

126,259
Veterans served

120,000 square miles
service area

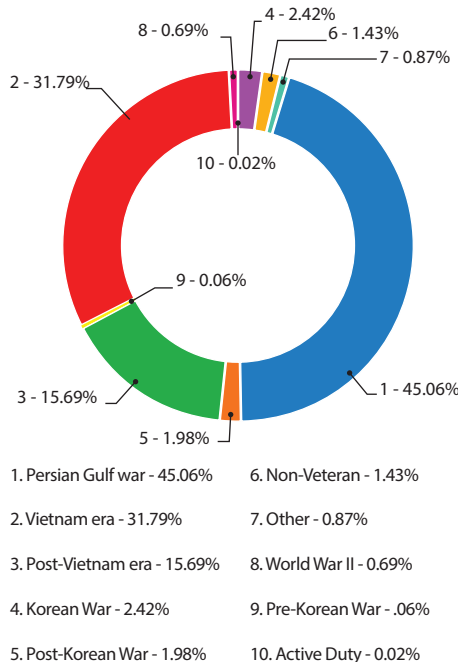
5,000+ employees
across the network

522 volunteers
helping our Veterans

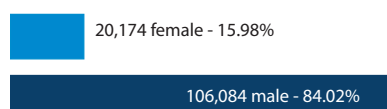
Over 1.48 million
outpatient visits per year

6,694
hospital admissions

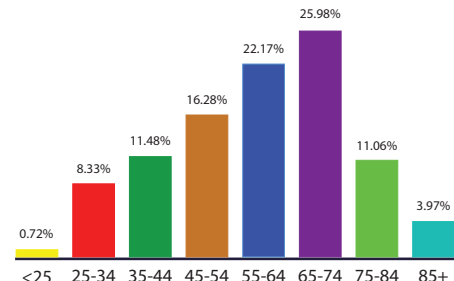
Veterans by era



Veterans by gender



Veterans by age



Operating Beds

Total Beds	337
Nursing Home	49
Domiciliary	61
Medical Beds	176
Psychiatry	40
CWT/TR	11

Access to Care

Primary Care

21.2 days 2.2 days

Mental Health

10.5 days 2.6 days

Cardiology

21.1 days 10.3 days

Gastroenterology

39.6 days 10.9 days

Audiology

33.2 days 10.5 days

Dermatology

16.1 days 7.1 days

Gynecology

21.7 days 7.8 days

Ophthalmology

27.9 days 4.2 days

Orthopedics

18.1 days 6.3 days

Urology

24.7 days 11.6 days

New Patients Returning Patients

Wait times for all clinics are available at <https://www.accesstocare.va.gov/PWT/SearchWaitTimes>.

Workforce

Total	5,334
Employees	5,173
Veterans Employed	1,329
New Hires FY20	718
Nurses	1,266
Physicians	471
Mental Health Providers	71
Volunteers	275
Veteran Volunteers	52%



Unique to Atlanta

Atlanta VAHCS has one the most productive telehealth programs in the nation. We completed approximately 100,000 appointments FY20. Our efforts to expand telehealth have resulted in an increase in VA Video Connect (VVC) visits from 950 in February to almost 20,000 in July. The Atlanta VAHCS has established a program to perform transcatheter aortic heart valve replacement and is the only VA in the VISN to offer this service.

The Atlanta VAHCS Research program ranks among the top 20 in the nation and is playing an active role in responding to COVID by:

- Enrolling patients in 12 therapeutic or surveillance clinical trials, including studies examining monoclonal antibodies and convalescent serum
- Evaluating an additional 12 trials including a Janssen vaccine trial
- Establishing a "COVID Rapid Response Team" to accelerate the start-up of new COVID studies

Accreditations

- **The Joint Commission**
 - Hospital Program
 - Behavioral Health and Human Services
 - Home Care Program
 - Opioid Agonist Treatment Therapy Clinic
- **Commission on the Accreditation of Rehabilitation Facilities**
 - Behavioral Health: Case Management - Service Coordination
 - Behavioral Health: Residential Treatment
 - Behavioral Health: Community Integration
 - Employment and Community Services
 - Vision Rehabilitation Services
- American College of Surgeons Commission on Cancer Accreditation
- College of American Pathologists
- American Association of Blood Banking
- American College of Radiology on Radiation Oncology Practice Accreditation
- Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC International)
- Accreditation Council for Graduate Medical Education
- Residency Accreditation Committee of the Commission on Collegiate Nursing Education

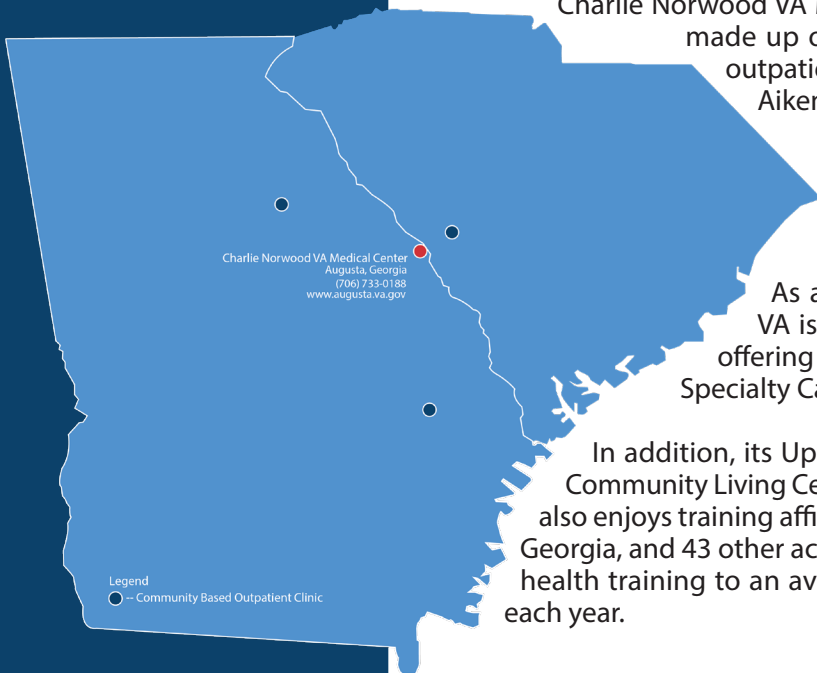
Charlie Norwood VA Medical Center

Charlie Norwood VA Medical Center, located in Augusta, Georgia, is a made up of two divisions in Augusta, Georgia, and three outpatient clinics in Athens and Statesboro, Georgia, and Aiken, South Carolina.

Charlie Norwood VA employs about 2,500 people and welcomes about 46,000 Veterans each year with a budget of nearly \$600 million.

As a level-1a health care system, Charlie Norwood VA is considered a high-complexity hospital system, offering a wide array of Primary Care, Mental Health, and Specialty Care services.

In addition, its Uptown Division in Augusta is home to a 132-bed Community Living Center/nursing home care unit. Charlie Norwood VA also enjoys training affiliations with Augusta University, the University of Georgia, and 43 other academic institutions, providing medical and allied health training to an average of more than 700 students and residents each year.



Fast Facts

\$580 million annual operating budget

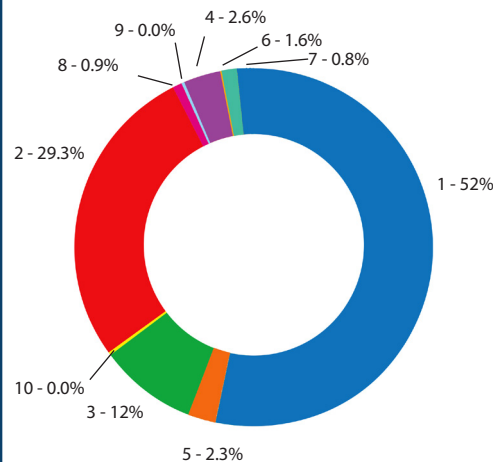
46,000 Veterans enrolled

2,500 employees across 5 sites of care

Over 590,000 outpatient visits per year

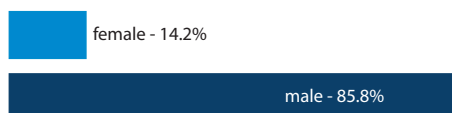
4,415 hospital admissions

Veterans by era

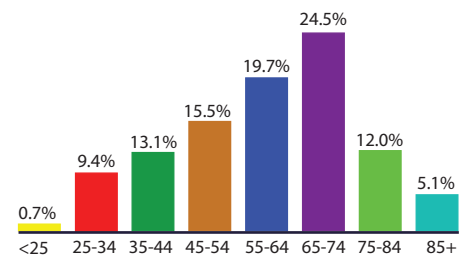


- | | |
|---------------------------|---------------------------|
| 1. Persian Gulf war - 52% | 6. Non-Veteran - 1.6% |
| 2. Vietnam era - 29.3% | 7. Other - 0.8% |
| 3. Post-Vietnam - 12% | 8. World War II - 0.9% |
| 4. Korean War - 2.6% | 9. Active Duty - 0% |
| 5. Post-Korean War - 2.3% | 10. Pre-Korean War - 0.0% |

Veterans by gender



Veterans by age



Operating Beds

Total Beds	430
Nursing Home	132
Domiciliary	60
Internal Med	58
Psychiatry	57
Surgery	27
Spinal Cord	71
Blind	15
Rehab Med	10

Access to Care

Primary Care

7 days

5 days

Mental Health

6 days

3 days

Cardiology

40 days

15 days

Gastroenterology

32 days

12 days

Audiology

23 days

5 days

Dermatology

59 days

54 days

Gynecology

9 days

5 days

Ophthalmology

66 days

10 days

Orthopedics

16 days

3 days

Urology

29 days

5 days

New Patients
Returning Patients

Charlie Norwood VA Medical Center's recent efforts to improve access to care include opening a Primary Care Same-Day Clinic and launching a 35-person call center.

In the latter half of FY20, average wait times for new Veteran patients decreased from 33 to 17 days for Primary Care and 29 to 26 days for Specialty Care.

Wait times for all clinics are available at <https://www.accesstocare.va.gov/PWT/SearchWaitTimes>.



Unique to Augusta

Charlie Norwood VA Medical Center partners with nearby Dwight D. Eisenhower U.S. Army Medical Center on Fort Gordon through a Joint Venture for Shared Services. The partnership ensures a cost-effective sharing of resources and a wider array of services to Veterans in the Augusta, Georgia, metropolitan area. Charlie Norwood VA Medical Center enjoys a high Veteran Trust Score with 86.6% of Veterans who recently received Primary Care stating "I trust Charlie Norwood VAMC for my health care needs" in official VA surveys.

Workforce

Total	2,522
Employees	2,522
Veterans Employed	36%
New Hires FY19	220
Nurses	109
Physicians	30
MH Providers	2
Volunteers	245
Veteran Volunteers	60%

Accreditations

The Joint Commission

Hospital Accreditation
Behavioral Health Accreditation
Home Care and Lab Accreditation

The Commission on Accreditation of Rehabilitation Services

Medical Rehab
Amputee
Spinal Cord Injury
Blind Rehab Services
Community Employment Services/
Employee Development Services
Domiciliary Residential Rehab
Domiciliary Residential Rehab and
Treatment Program
Mental Health
Health Care for Homeless Veterans
Program

Birmingham VA Health Care System

The Birmingham Veterans Affairs Health Care System (BVAHCS), opened in 1953, consists of one facility located in the historic Southside district of Birmingham, Alabama, serving over 68,000 Veterans in 24 counties and nine Community Based Outpatient Clinics (CBOCs) in the following locations: Anniston/Oxford, Bessemer, Birmingham, Childersburg, Gadsden, Guntersville, Huntsville, Jasper, and Shoals/Florence.

BVAHCS operates a 141-bed tertiary care teaching medical center and is dedicated to providing the highest quality of patient care to Veterans in Alabama. The medical center provides comprehensive primary and tertiary health care in the areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics, blind rehabilitation and is a recognized leader in palliative care and multiple sclerosis.

BVAHCS also strives for excellence with its community-based outreach and counseling centers. The centers provide high quality, efficient, compassionate, and ethical outreach and counseling to all Veterans who have served in combat zones.

Fast Facts

\$655 million annual operating budget

68,062 Veterans served

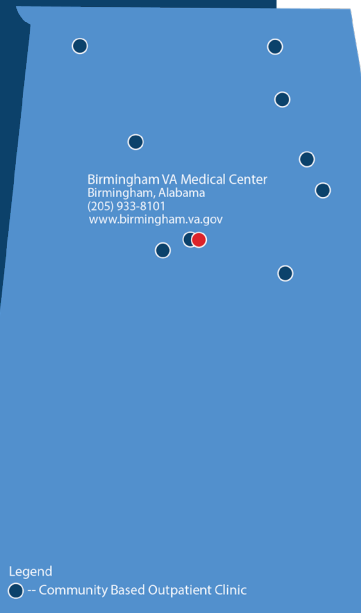
A service area that spans 24,534 square miles

3,036 employees

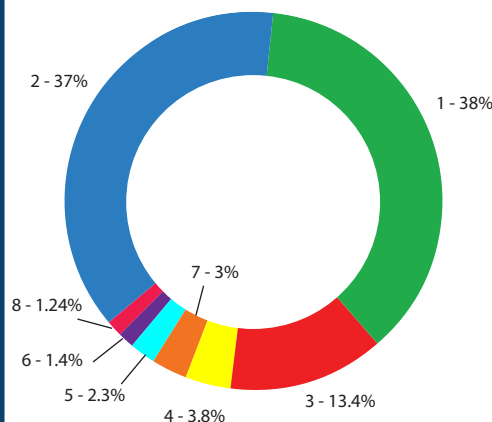
165 volunteers helping our Veterans

Over 827,000 outpatient visits per year

4,144 hospital admissions



Veterans by era

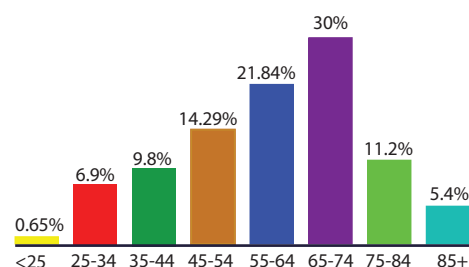


- | | |
|---------------------------|---------------------------|
| 1. Persian Gulf war - 38% | 6. Non-Veteran - 1.4% |
| 2. Vietnam era - 37% | 7. Other - 3% |
| 3. Post-Vietnam - 13.4% | 8. World War II - 1.24% |
| 4. Korean War - 3.8% | 9. Active Duty - 0.04% |
| 5. Post-Korean War - 2.3% | 10. Pre-Korean War - 0.7% |

Veterans by gender



Veterans by age



Operating Beds

Total Beds	141
Internal Med	83
Surgery	22
Transitional Residence	12
Blind Rehabilitation	20
Neurology	5

Access to Care

Primary Care

4 days 3 days

Mental Health

35.7 days 12.8 days

Cardiology

27 days 11 days

Gastroenterology

28 days 21 days

Audiology

5 days 1 day

Dermatology

40 days 38 days

Gynecology

30 days 5 days

Ophthalmology

15 days 4 days

Orthopedics

15 days 4 days

Urology

14 days 9 days



Wait times for all clinics are available at <https://www.accesstocare.va.gov/PWT/SearchWaitTimes>.

The Birmingham VA Health Care System has two large clinics in Birmingham and Huntsville. These clinics provide multiple services in areas with the fastest growing Veteran populations. In addition, we have seven other Community Based Outpatient Clinics that provide Primary Care and Mental Health Services. Mental Health and Primary Care have same day access to ensure urgent needs are taken care of. For routine care, Veterans can call directly to schedule appointments in-clinic or from the safety of their homes, when clinically appropriate, using VA Video Connect (VVC).



Unique to Birmingham

One of seven medical centers around the country that performs kidney transplants.

Southeastern Blind Rehab Center - one of 13 medical centers around the country.

Recognition for 54 doctors listed in the Best Doctors in America® 2019 publication.

Achieved Top-Performer status for attaining a score of 100 in the Healthcare Equality Index (HEI) 2020, administered by the Human Rights Campaign (HRC).

The Birmingham VA was the recipient of the Practice Greenhealth's Partner for Change Award for the fourth consecutive year in April 2020.

Workforce

Total	3,036
Employees	5,173
Veterans Employed	495
New Hires FY20	575
Nurses	682
Physicians	319
Mental Health Providers	153.5
Volunteers	165

Accreditations

2019

Achieved full accreditation status from the Joint Commission in the following programs:

- * Hospital
- * Home Care
- * Behavioral Health Care

2018

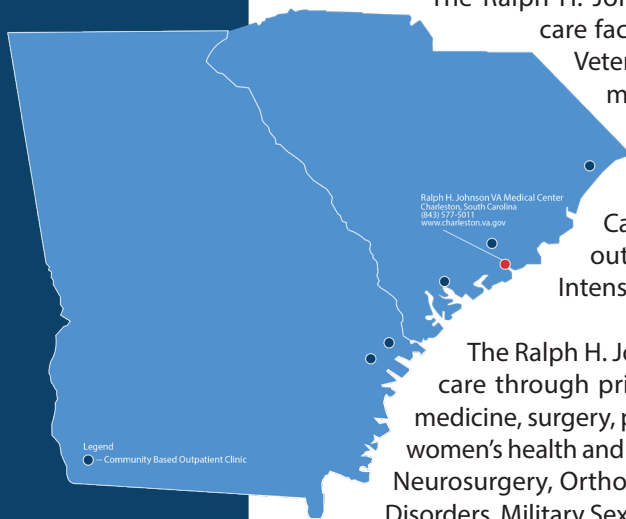
Cancer Program achieved full accreditation from the Commission on Cancer.

Employment and Community Services and Mental Health Intensive Case Management (MHICM) programs achieved three-year accreditation from the Commission on Accreditation of Rehabilitation.

2017

BVAHCS Southeastern Blind Rehabilitation Center and achieved three-year accreditation from the Commission on Accreditation of Rehabilitation.

Ralph H. Johnson VA Medical Center



The Ralph H. Johnson VA Medical Center, opened in 1966, is a tertiary care facility located in Charleston, SC, serving more than 72,000 Veterans in 21 counties, encompassing more than 15,000 square miles. Charleston VAMC is a 152 authorized bed tertiary care teaching hospital with 20 operating nursing home care beds, and is dedicated to providing the highest quality of patient care and services to Veterans along the South Carolina and Georgia coasts. The full range of inpatient and outpatient care is provided including Medical and Surgical Intensive Care, and Medical/Surgical.

The Ralph H. Johnson VA Medical Center provides comprehensive health care through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, women's health and dentistry. Specialty services include Cardiothoracic Surgery, Neurosurgery, Orthopedics, Mental Health programs for PTSD, Substance Use Disorders, Military Sexual Trauma, Cardiology, Oncology, Nephrology, Pulmonary and Geriatrics. The VAMC includes five Community Based Outpatient Clinics (CBOC) located in Beaufort, Goose Creek and Myrtle Beach, South Carolina, and Savannah and Hinesville, Georgia, as well as an annex in North Charleston. The Ralph H. Johnson VA Medical Center also supports three Vet Centers located in Charleston and Myrtle Beach, South Carolina, and Savannah, Georgia.

FY20 Fast Facts

\$652 million
annual operating budget

1.2 million
encounters annually

Major teaching
hospital

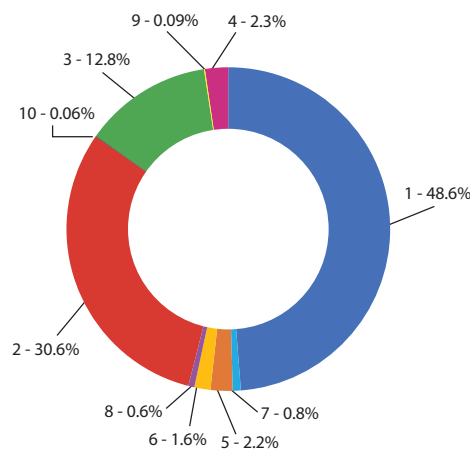
3,000+
employees across
the network and 26 active
Veteran Service Organiza-
tions helping our Veterans

965,707
outpatient visits per year

5,340
hospital admissions

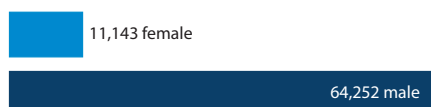
\$26 million
research budget funding;
100 Research
Investigators working on
more than 300 studies

Veterans by era

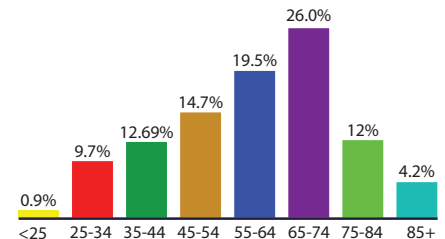


1. Persian Gulf war - 36,640
2. Vietnam era - 23,086
3. Post-Vietnam era - 9,705
4. Korean War - 1,737
5. Post-Korean War - 1,689
6. Non-Veteran - 1,244
7. Other - 654
8. World War II - 514
9. Active Duty - 70
10. Pre-Korean War - 50

Veterans by gender



Veterans by age



Operating Beds

Total Beds	134
Nursing Home	23
Med/Surgery	65
Psychiatry	25
ICU	21

Access to Care

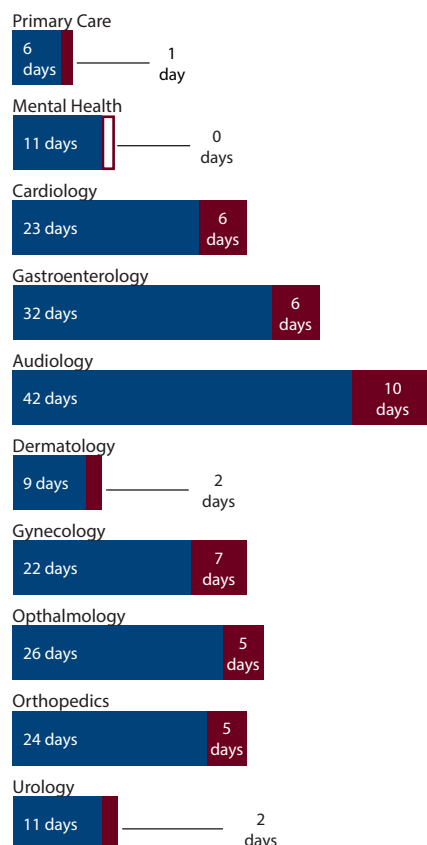
Over the course of FY20, Charleston VAMC completed more than 99 percent of all appointments within 30 days of the patient's preferred date.

Charleston VAMC utilizes proactive management of resources and daily tracking of data, to ensure maximum utilization of appointments.

Community partnerships and utilization of non-VA care is also part of Charleston VAMC's strategy to provide access to care

Wait times for all clinics are available at <https://www.accesstocare.va.gov/PWT/SearchWaitTimes>.

New Patients Returning Patients



Unique to Charleston

The Ralph H. Johnson VA Medical Center is currently completing construction on two new large CBOCs to serve the growing population of Veterans in the catchment area. Both clinics were approved through the VA Choice Act of 2014 and are scheduled to open to patients in spring/summer 2021.

The N. Charleston VA Outpatient Health Annex will total 75,000 net usable square feet and focus mainly on primary care, with a special women's health area, and dental services with select specialty care.

The Myrtle Beach VA Outpatient Clinic will total 84,000 net usable square feet and offer primary care, with a special women's health area, and mental health, with a variety of specialty care services.

Workforce

Total	3,082
Veterans Employed	938
New Hires FY20	669
Nurses	738
Physicians	312
Mental Health Providers	179
Volunteers	467

Accreditations and Recognition

Commission on Accreditation of Rehabilitation Facilities (CARF)

Long Term Care Institute (LTCI)

Commission on Cancer of the American College of Surgeons

College of American Pathology (Lab Services)

Commission on Collegiate Nursing Education (Post Baccalaureate Nurse Residency Program)

2020 VHA Community Partnership Award

2020 National HeRO Award for 3D Printing

2020 American Diabetes Association Education Recognition Award

2020 Practice Greenhealth awards (environmental sustainability in healthcare)

Columbia VA Health Care System

The Columbia VA Health Care System opened in 1932 at its current location and has since expanded to include seven community-based outpatient clinics located throughout South Carolina. The seven CBOCs are located in Anderson, Florence, Greenville, Orangeburg, Rock Hill, Spartanburg and Sumter counties, which serve 36 of the state's 46 counties.

The Columbia VA proudly serves more than 83,000 enrolled veterans with 263,000 veterans within its catchment area. In FY19, the Columbia VA provided more than 1.13 million outpatient visits with an upward trend. The medical center is a level 1C teaching hospital delivering a full range of patient care services utilizing state-of-the-art technology, education, and research.

Comprehensive health care is provided through primary care, tertiary care and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, cardiology, neurology, oncology, dentistry, geriatrics and extended care.

Fast Facts

\$715 million
annual operating
budget

84,000
Veterans served

21,843.57 square miles
of service area

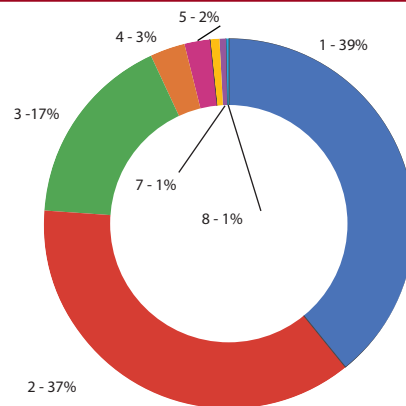
3,000+ employees

247 Volunteers

More than
1.1 million outpatient
visits per year

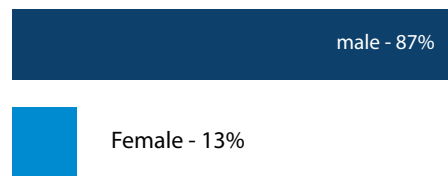
3,575 hospital
admissions

Veterans by era

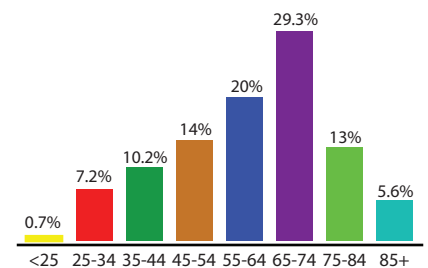


1. Persian Gulf War - 8,797
2. Vietnam Era - 8,335
3. Post-Vietnam Era - 3,793
4. Korean War - 684
5. Post-Korean War - 501
6. Non-Veteran - 18
7. Other - 143
8. World War II - 162
9. Active Duty - 5
10. Pre-Korean War - 16

Veterans by gender



Veterans by age



Operating Beds

Total Beds	204
Nursing Home	94
Internal Med	69
Psychiatry	20
Surgery	23

Access to Care

Primary Care



Mental Health



Cardiology



Gastroenterology



Women's Health



Dermatology



Gynecology



Ophthalmology



Orthopedics



Urology



At the Columbia VA HCS, our most important mission is to provide high-quality health care that Veterans have earned and deserve—when and where they need it. Today, Veterans have unprecedented access to VA care at the Columbia VA. We have been focused on seeing our Veterans faster than ever. In fact, wait times for most services and clinics at the Columbia VA are shorter than, or similar to, wait times in the private-sector. The facility has been growing in proportion to the veteran population and expects the demand for outpatient services to increase. The Columbia VA has numerous modernization projects underway, including four replacement CBOCs, along with various new patient care buildings across the main campus, which will enhance the care provided to Veterans across the state. Although the COVID-19 pandemic offered unique challenges for access, the Columbia VA has met the challenges by expanding use of video connect and telephone visits, and increased face-to-face opportunities while maintaining patient safety.



Columbia VA Health Care System, Columbia, South Carolina

Unique to Columbia

The Columbia VA is honored to have been recognized by our Veterans with a 92 percent patient satisfaction score for providing them with the greatest quality health care and assistance. The Columbia VA is the only VA with 22 Red Coat Ambassador positions whose sole purpose is to provide compassionate assistance to Veterans with way finding and furnishing accurate information. Our program is currently being used by the National Patient Experience Office as a best practice framework to roll out to other VA medical centers. As the second fastest growing state in the nation, in terms of number of projected Veterans, South Carolina continues to experience significant increases to its veteran population, specifically female Veterans. We are proud to be among the top 15 percent of VA's fastest growing Women Veterans Health programs in the country. With more than \$160 million in ongoing construction projects, the Columbia VA will provide Veterans with the newest, state-of-the-art medical technology, and will increase Veterans' access to quality health care. The medical center laboratory has conducted tests (e.g. polymerase chain reaction (PCR), HCV Genotype, CT/NG, HPV, etc.) including COVID-19 Roche testing, for all VA medical facilities across VISN 7. The facility and the University of South Carolina School of Medicine recently opened a new Simulation Center that will be used for current and future professionals. The Columbia VA is also involved in several cutting-edge technological advances and research-based initiatives including robotic surgery and various COVID-19 clinical trials. The facility recently began performing robotic surgeries for thoracic cases with great success and has many new upcoming clinical initiatives to provide Veterans with greater choices when it comes to choosing their care.



Workforce

Total	3,655
Employees	3,408
Veterans Employed	29%
New Hires FY19	351
Nurses	634
Physicians	203
Mental Health Providers	149
Volunteers	247

Accreditations

The Joint Commission

- The American College of Surgeons
- The Commission on Accreditation for Rehabilitation Facilities in the Health Care for Homeless Veteran Program
- The Psychosocial Rehabilitation and Recovery Care
- The Outpatient Interdisciplinary Pain Program
- The Mental Health Intensive Case Management program
- The Commission on Laboratory Accreditation of the College of American Pathologists

Carl Vinson VA Medical Center

The Carl Vinson VA Medical Center (CVVAMC), located in Dublin, Georgia, manages six community-based outpatient clinics (CBOCs) located in Albany, Brunswick, Macon, Milledgeville, Perry, Robins AFB and Tifton, Georgia. In addition to the services expected in a modern medical center, such as primary care, diagnostic, pharmacy, mental health, and acute care, the medical center offers specialty clinics, such as audiology, podiatry, optometry, and other programs that include Home-Based Primary Care (HBPC), HUD-VASH vouchers to address Veteran homelessness, social work, pulmonary, physical therapy, cardiology, urology and palliative care.

The CVVAMC is dedicated to the principles of patient centered care (PCC) that promote a congenial environment for caring for America's heroes to ensure the best healthcare outcomes. The PCC philosophy includes honoring Veterans' and their families' needs, including dietary, environmental, and spiritual. Music, activities, pet therapy, and home-like decor contribute to the aesthetics that have been shown to promote better outcomes for patients and their families.

Fast Facts

\$372 million annual operating budget

38,000 Veterans served

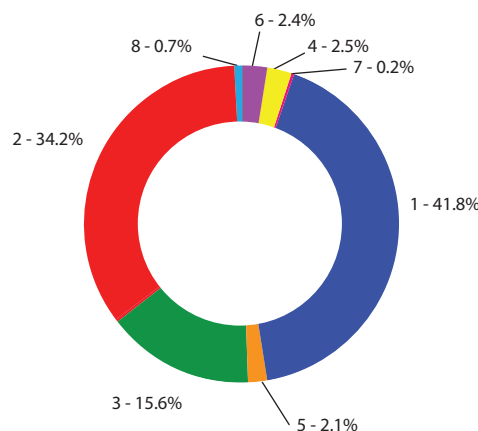
A service area that spans 24,534 square miles

1,800+ employees helping our Veterans

Over 400,000 outpatient visits per year

332 hospital admissions

Veterans by era



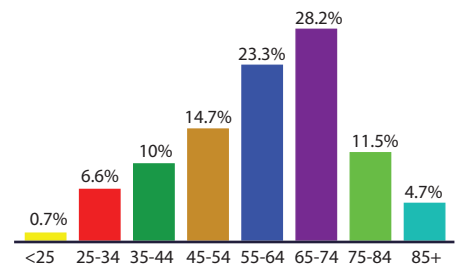
- | | |
|-----------------------------|--|
| 1. Persian Gulf war - 41.8% | 6. Non-Veteran - 2.4% |
| 2. Vietnam era - 34.2% | 7. Other - 0.2% |
| 3. Post-Vietnam era - 15.6% | 8. World War II - 0.7% |
| 4. Korean War - 2.5% | Not shown: Pre-Korean, Active Duty and Merchant Marine |
| 5. Post-Korean War - 2.1% | |

Veterans by gender

33,617 male - 86.4%

5,286 female - 13.5%

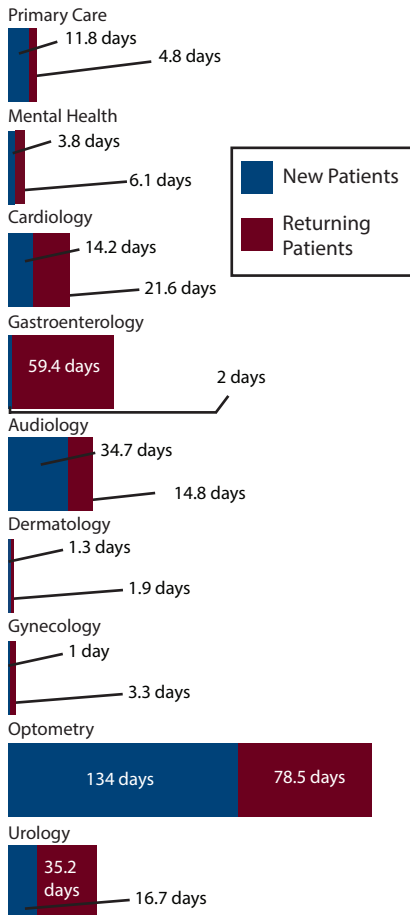
Veterans by age



Operating Beds

Total Beds	343
Medical/Surgical	34
Domiciliary	145
CLC	164

Access to Care



The Dublin VA is working to continually improve our Access to Care, and is doing so by reviewing/revising the clinic cancellation policy and working on fixing phone tree issues.

Wait times for all clinics are available at <https://www.accesstocare.va.gov/PWT/SearchWaitTimes>.



The Carl Vinson VA Medical Center, in Dublin, Georgia.

Unique to Dublin

As the CVVAMC works to transition the entire facility to the PCC model, the newest community-living center (CLC), Building 8A, stands as an exemplar for what 21st century medical care will look like for Veterans, with wood-laminate floors, fireplaces, kitchen facilities, preference of individual or shared rooms, and elimination of visiting hours.

An integral part of the Dublin-Laurens community, medical center staff participate in community events including parades and St. Patrick's Day festivities, and the CVVAMC maintains affiliations with a number of colleges and universities.

Accreditations

The Joint Commission

Long Term Care

Community Living Center

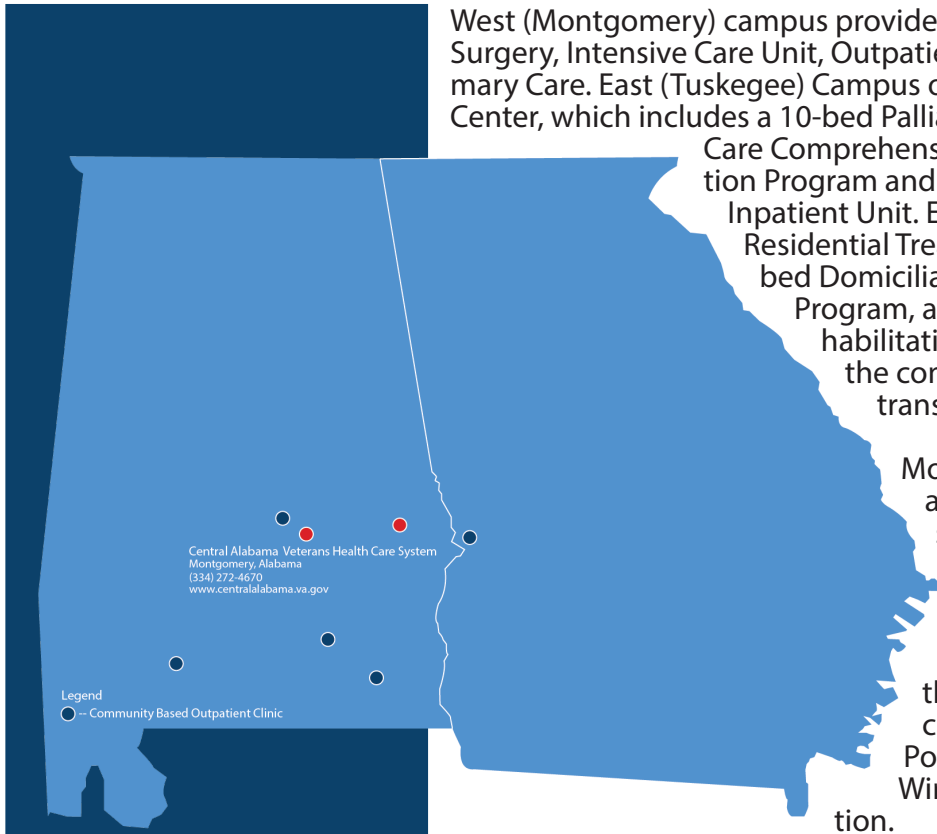
Commission on Accreditation of Rehabilitation Facilities

Mental Health Accreditation

Central Alabama Veterans Health Care System

West (Montgomery) campus provides Acute Care and Specialty Medicine, Surgery, Intensive Care Unit, Outpatient Psychiatry and Home-Based Primary Care. East (Tuskegee) Campus operates a 100-bed Community Living Center, which includes a 10-bed Palliative Care Unit and a 10-bed Acute Care Comprehensive Integrated Inpatient Rehabilitation Program and 30-bed High Intensity Psychiatric Inpatient Unit. East Campus provides a Mental Health Residential Treatment Program, consisting of a 43-bed Domiciliary Residential Rehabilitation Therapy Program, a 30-bed Psychosocial Residential Rehabilitation Treatment Program and 12 beds in the community Compensated Work Therapy transitional residents.

Montgomery VA Clinic (MVAC) is an annex to the West Campus providing services to our Veterans. All CBOCs offer Primary Care and Mental Health Services. Columbus, one of the six major Veteran population areas served by CAVHCS, represents the largest growth segment within the catchment area. On Ft. Rucker Army Post in Lyster Army Health Clinic, VA Wiregrass Clinic is a VA/DoD collaboration.



Fast Facts

\$426 million annual operating budget

134,000 Veterans served

A service area that spans 24,534 square miles

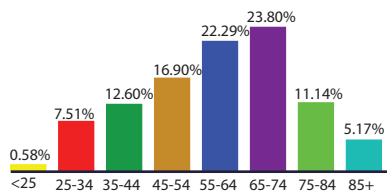
Over 433,000 outpatient visits per year

1,316 hospital admissions

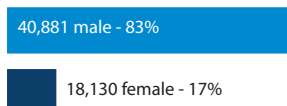
Operating beds

Total Beds	316
Nursing Home	160
Domiciliary	73
Hospital	71
CWT/TR	12

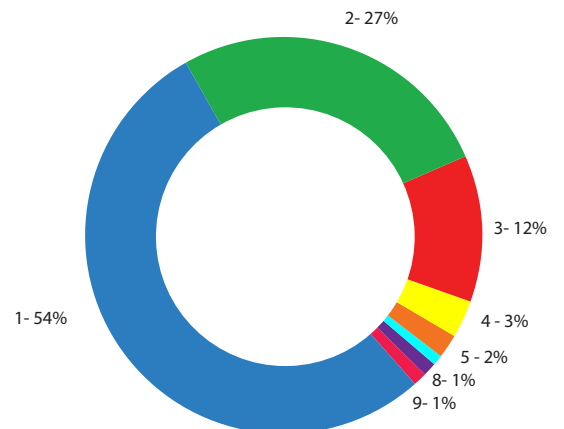
Veterans by age



Veterans by gender



Veterans by era



- Persian Gulf war - 54%
- Vietnam era - 27%
- Post-Vietnam era - 12%
- Korean War - 3%
- Post-Korean War - 2%
- Non-Veteran - 0%
- Other - 0%
- World War II - 1%
- Active Duty - 1%
- Pre-Korean War - 1%

Access to Care

Primary Care



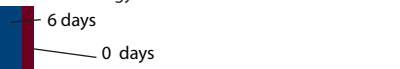
Mental Health



Cardiology



Gastroenterology



Audiology



Dermatology



Gynecology



Ophthalmology



Orthopedics



Urology



CAVHCS is working to reduce barriers to getting our Veterans' care because we know that people have better health outcomes and live healthier lives when health care is more accessible.

For this reason, we are building a new Columbus CBOC will be a 55,000 sq. ft. clinic that will replace the current clinic located at 13th Street. The clinic will be located at the corner of River Road and Mobley Road at 6900 River Road, Columbus, Ga. Construction started on June 17, 2020 and currently, nearly all of the site has been cleared. The state-of-the-art, \$50 million project is expected to be completed in late 2022.



Unique to CAVHCS

- New Horizons Community Living Center maintains a 5-star rating.
- CAVHCS boasts the first Tele-Glaucoma clinic nationally in partnership with Atlanta VA Medical Center.
- Maintained full accreditation from Long Term Care Institute Survey of the Community Living Center.
- CAVHCS collaborates with the Alabama Department of Rehabilitation Services to provide unique virtual employment summits and training opportunities to help identify and eliminate barriers to creating a diverse, high performing workforce.

Workforce

Total	1,887
Employees	1,887
Veterans Employed	556
New Hires FY19	159
Nurses	401
Physicians	123
Mental Health Providers	22

Accreditations

CARF Accreditation:

Psychosocial Rehabilitation and Recovery Center (PRRC)
Therapeutic Supportive Employment Services (TSES)
Mental Health Residential Rehabilitation Treatment Program (MHR RTP)

Joint Commission:

Behavioral Health Care
Home Care
Hospital

Community Living Center:
Long Term Care Institute LTCI
Lab: College of American Pathologists (CAP)

Tuscaloosa VA Medical Center

The Tuscaloosa VA Medical Center is a Level-3 Tertiary Care facility located on 125 acres in west Alabama. We offer Primary Care, Long-Term Care, Mental Health Care and select Specialty Care Services. We are located a few miles from the University of Alabama and are a proud partner within the Tuscaloosa Community as one of the largest employers in the area.

We serve as a referral facility within VISN 7 for Acute Mental Health and Residential Rehabilitation and Treatment. Our Long-Term care facilities include four, 10-bed homes designed after the Greenhouse Model, that is an open floor plan concept that provides the most home-like atmosphere for our residents.

We also have a Community-Based Outpatient Care (CBOC), facility located in Selma, Alabama, that provides both Primary Care and Home-Based Primary Care to Veterans living in our southern catchment area.

Tuscaloosa VA Medical Center
Tuscaloosa, Alabama
(205) 554-2000
www.tuscaloosa.va.gov

Selma, Alabama

Legend
● Community Based Outpatient Clinic

Fast Facts

\$177.2 Million annual operating budget

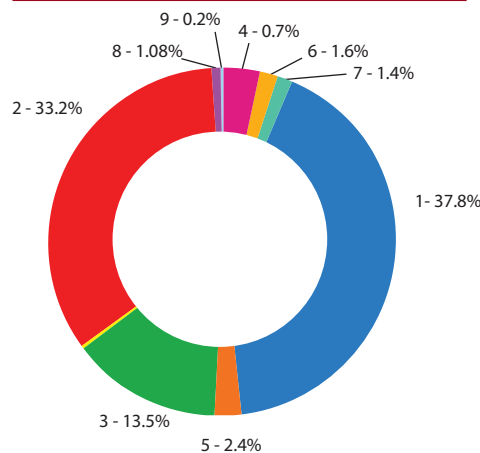
14,801 Veterans served

A service area that spans 5,735 square miles

2,000+ employees across the network and 83 volunteers helping our Veterans

Over 179,039 outpatient visits per year

Veterans by era

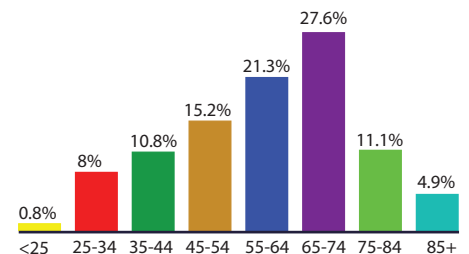


- | | |
|-----------------------------|---------------------------|
| 1. Persian Gulf war - 37.8% | 6. Non-Veteran - 1.66% |
| 2. Vietnam era - 33.2% | 7. Other - 1.4% |
| 3. Post-Vietnam era - 13.5% | 8. World War II - 1.08% |
| 4. Korean War - 0.7% | 9. Active Duty - 0.26% |
| 5. Post-Korean War - 2.42% | 10. Pre-Korean War - .09% |

Veterans by gender



Veterans by age



Operating Beds

Total Beds	317
Nursing Home	134
Domiciliary	52
Psychiatry	43
CWT/TR	12
DR RTP	40
RRTP	36

Access to Care

Primary Care



Mental Health



Audiology



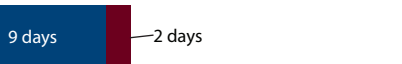
Dermatology



Gynecology



Optometry



Tuscaloosa utilizes a best practice called 'Access Just Do-It' each week to determine services that have areas of access that can be improved during the next week.

This allows our clinics to utilize real-time interventions to improve access.

Wait times for all clinics are available at <https://www.accesstocare.va.gov/PWT/SearchWaitTimes>.



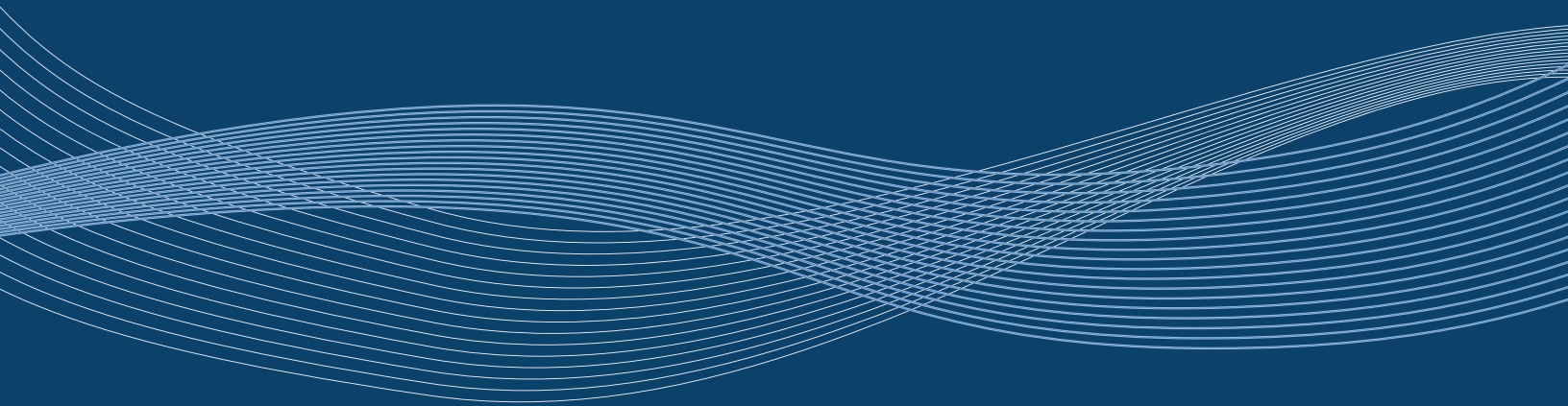
Unique to Tuscaloosa

Tuscaloosa has a robust and active research department that has six funded studies and received \$1.26 million in funding for FY20.

We have also been a member of the VHA Innovator's Network since 2015. This has allowed our front-line staff to explore and implement innovative solution for the Veterans we serve.

A Mental Health Short-Stay unit is currently under construction & slated to open in early 2021. The unit will serve as a first-of-its-kind referral service for our VISN for hard-to-place, geriatric Veterans needing short-term psychiatric and physical interventions.

Workforce		Accreditations
Total	2,838	The Joint Commission
Employees	2,238	Hospital
Veterans Employed	41%	Home Care
New Hires FY19	337	Laboratory Services
Nurses	800	Other
Physicians	200	Commission of Accreditation of Rehabilitation Services (CARF) /Behavioral Health Accreditation
Mental Health Providers	20	Long Term Care Institute/Home Care Accreditation
Volunteers	600	College of American Pathology (CAP)
Veteran Volunteers	57%	Laboratory Services Accreditation
		Nursing Care Center Accreditation



VA



U.S. Department
of Veterans Affairs